



ABB Power Generation Care
Service agreements built with care



Consistent delivery. Constant improvement. Continuous care.

Our objective is to help you improve your operational efficiency.

Introducing ABB Power Generation Care,

the global standardized service agreement framework that helps our customers:



1. We start with your assets so we're on the same page

Drawing from our installation database, ensuring revision levels and performing a health check if desired

Breakers	Control Systems	Drives and Motors
Electrical Equipment	Instrumentation	Measurement Products
Power Products	SCADA Systems	Transformers

2. We work with you to understand your needs

If you need	Timely local and remote support?	Added asset and process support?	Improved and up-dated skills?	New features and functions?	Parts and repair availability?	High asset utilization?	Lower production costs?	Longer asset lifecycle?	Higher production?	High asset and process reliability?
Then you should consider	Rapid response to issues.	Services supporting maintenance.	Training for plant personnel.	Equipment lifecycle support.	Equipment repair support.	Optimized equipment and processes.	Reduced variable production expenses.	Increase return on investment.	Maximize asset and process availability.	Predictable asset and process performance.

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3. Together, we determine the services that meet your needs

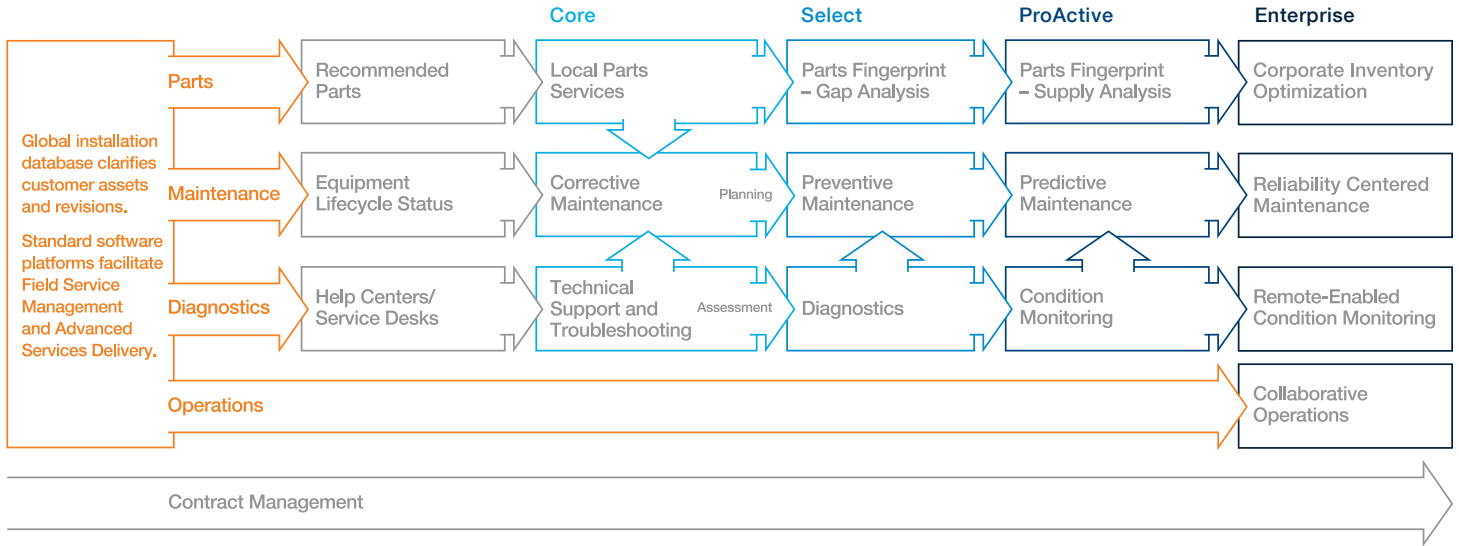
Starting with a LifeCycle Assessment if desired

Customer need	Meeting that need	Customer benefit
 <p>Guaranteed response for corrective service and technical support for control systems.</p>	 <p>Core</p> <p>guarantees fast and flexible service response to maximize equipment availability.</p>	<p>Higher availability</p> <ul style="list-style-type: none">- Support for maintenance, engineering, and operations staff for day-to-day maintenance and operation.- Structured service strategy and maintenance kits to get and keep plants running.
 <p>Improved operator procedures and responsiveness, and connectivity to other systems and devices.</p>	 <p>Select</p> <p>Provides powerful tools and our knowledge base to optimize and extend equipment life.</p>	<p>Better asset performance</p> <ul style="list-style-type: none">- Maintaining and extending the lifetime of installed assets. Protected equipment and intellectual property.- Regularly scheduled updates and upgrades to run optimally and keep up-to-date.- Cost control, budget stability and predictability.
 <p>Higher control system efficiency without having to invest in new equipment.</p>	 <p>ProActive</p> <p>Increases productivity through usability and efficiency optimization of equipment and processes.</p>	<p>More quality production</p> <ul style="list-style-type: none">- Improved plant performance and reliability.- Identify risk areas (process, asset, and staffing) with mitigation plans to close identified gaps.
 <p>Emergency maintenance, reduced maintenance costs, improved reliability and longer asset life.</p>	 <p>Enterprise</p> <p>Collaboratively manages your assets, operations, and risk to deliver strategic business results.</p>	<p>Improved operations</p> <ul style="list-style-type: none">- Optimization of plant automation, electrical assets, and the production process.- Proactive identification of operational degradation.

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4. We apply expert people, processes and tools to perform services

From engaging with ABB's Collaborative Operations Network to using Field Service Maintenance Management software



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5. Let's get started

Choose the options that optimize your agreement.

Program services		x - Included o - Optional			
		Core	Select	ProActive	Enterprise
Cyber Security	Security/anti-virus patch validation status	x	x	x	x
	Cyber security patch delivery (monthly)	o	x	x	x
	Security maintenance and remediation services		o	o	o
	Patch deployment services		o	o	o
	Security monitoring solutions			o	o
Maintenance & Sustainability	Customer loyalty offers	x	x	x	x
	On-site support solutions	x	x	x	x
	Spare parts and repair solutions	x	x	x	x
	Unlimited product technical phone support (response commitment)	Next business day	4 hours	1 hour	1 hour
	Disaster Recovery & Backup Solutions (DCS & Operational Networks)		o	x	x
	Hydraulic system support and services		o	o	o
	Turbine control support and services		o	o	o
Operational Improvement	Annual usage report	x	x	x	x
	Power plant tuning service	o	o	o	o
	Operational reports and reviews		o	o	o
	Corporate/central engineering support			o	x
	Operational performance monitoring			o	o
Performance & Reliability	Web access support	x	x	x	x
	Training and learning solutions	o	x	x	x
	Annual performance and reliability checks		o	x	x
	Remote support solutions		o	x	x
	Application/process support			x	x
	Designated support leader			x	x
	Diagnostic controls monitoring solutions			o	o
System Life Cycle	Annual installed system life cycle report	x	x	x	x
	Software maintenance	x	x	x	x
	Operational system total life cycle program			o	x
	Control system total life cycle program			o	x

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